

To the FCC,

I would like to start with a quote from the Strategic Goals of Broadband from the FCC website:

<http://www.fcc.gov/broadband/>

“All Americans should have affordable access to robust and reliable broadband products and services. Regulatory policies must promote technological neutrality, competition, investment, and innovation to ensure that broadband service providers have sufficient incentive to develop and offer such products and services.”

All municipalities should have published the FCC Broadband Inquiry Notice on their websites, newsletters, public service announcements, etc. Ideally any Telecom company offering Broadband should have this FCC notice of comment on their bills. The FCC should require this type of notification if they seriously want “Consumer” input.

The Wireless Industry is considered a public utilities but there is nothing public or transparent about the industry’s abuses of Municipal, State and Federal laws that are set in place to promote “fair” competition.

I live in a major metropolitan area. Our household pays \$179 a month to Charter Cable for Cable/Video and Internet. This is an expensive discretionary expense that is truly expendable. The “fair” competition should have created lower and more reasonable pricing for the consumers, but with deregulation also known as a competitive market, I have found that my monthly bill only keeps going up for both cable and internet service that is usually unreliable and for repairs and customer service that I would prefer not to have to deal with on a regular basis. When I turn on my cable TV or computer I expect my cable to not work properly and to not be able to access the internet.....Is this supposed to be an acceptable industry standard? Is this considered affordable and reliable service?

At least I have a choice to be able to switch my internet service which we will be doing soon. Currently there is only one Cable

company operating in Pasadena, so when AT&T starts their Cable service it might force Charter Cable to provide a more reliable cable and internet service and make both companies prices go down. At this point we are just a captive audience for Charter Cable. There has to be a better technology then wireline cable.

On March 27, 2009 Charter Cable, the third largest cable company, filed for bankruptcy. In a recent Pasadena Star News article it stated that Charter Cable had not shown a profit for 10 years before it declared bankruptcy. After the Company declared bankruptcy both cable and internet services are worse. Each month I pay an unreasonable amount of service fees to a company that can't show a profit. This does not sound right to me.

Which government agency is creating the oversight to insure that there is a cap for service fees so that fees are reasonable for all consumers? Where is the oversight for any of the Telecommunications companies so the consumers are insured reliable and affordable cable and broadband service.

If you check the Better Business Bureau website there are numerous complaints against Charter Cable regarding unreliable installations, service, billing etc.

If Charter Cable or any other company that provides Broadband service cannot provide reliable and reasonably priced service then that form of technology should be replaced with a more reliable and future proof infrastructure like fiber optic broadband technology. The consumers should not be expected to pay for a service that is advertised as being better and more reliable when the reality it is not.

More research should be done to provide consumers with the best service and the best product for the best price. Companies spend their time building infrastructure in our Cities that create equipment junkyards and antenna farms, when in a short amount of time this infrastructure will become obsolete. We need more fiber optic technology instead of the wireless telecommunications facilities that are blighting our neighborhoods.

The consumers and public want more monitoring of wireless telecommunications facilities sites to insure that our Cities are truly within the FCC standards for EMF emissions. There is not enough research to determine if the mobile phones, laptops, personal computers all have any detrimental health affects associated with their usage.

The FCC needs to collaborate with other government agencies to confirm that these devices and delivery infrastructure are safe.

The cumulative effects need to be monitored on a regular basis.

More scientific research is needed to determine what is truly safe.

Is the FCC defining affordable in terms of service fees or in terms the cost of public health and safety.

Regards,

Miriam Nakamura

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